

WEB ENABLED SYSTEM FOR COMPONENT HARDWARE REPAIR
COLLABORATION AND MATERIAL REPLACEMENT

ABSTRACT OF THE DISCLOSURE

5 An internet-based system and method are provided for giving guidance to a user relating to a task, in response to user input data. A dynamic structure asks key questions of the user, then provides guidance in response to the user entered data. This approach provides the logic to link the needs of the user, with the appropriate guided response. With the present invention, dynamic web pages generated by a server side knowledge engine present a series of questions to the user, with guidance generated as the user responds to the questions. The web-based script can then be linked to any html or Java based software to initiate the decision making process.